

County of San Diego

Low Income Health Program

(LIHP)

Enrollee Handbook
October 2011

**County of San Diego LIHP
Enrollee Handbook**

This handbook belongs to:

Name: _____

Phone: _____

Notes: _____

County of San Diego LIHP Enrollee Handbook

Please read this handbook carefully.

**It provides you with information on how to receive care through
the LIHP.**

Your Medical Home/Primary Care Clinic (PCC) is on your LIHP card.

Your Primary Care Doctor is: _____

LIHP Enrollee Information Line.....(866) 262-9881

LIHP Eligibility Locations (HHSA Family Resource Centers):

- Centre City, 1255 Imperial Avenue, 5th Floor, San Diego, CA 92101
- El Cajon, 220 S. First Street, El Cajon, CA 92019
- Fallbrook, 130 East Alvarado, Fallbrook, CA 92028
- Lemon Grove, 7065 Broadway, Lemon Grove, CA 91945
- North Central, 5055 Ruffin Road, San Diego, CA 92123
- North Coastal, 1315 Union Plaza Ct., Oceanside, CA 92054
- North Inland, 620 E. Valley Parkway, Escondido, CA 92025
- Northeast, 5001 73rd Street, San Diego, CA 92115
- Ramona, 1521 Main Street Ramona, CA 92065
- South, 690 Oxford Street, #E, Chula Vista, CA 91911
- Southeast, 4588 Market Street, San Diego, CA 92102

Other Useful Telephone Numbers:

San Diego 211211 or 858-300-1211
Social Security/SSI Applications.....(800) 772-1213
Medi-Cal (ACCESS).....(866) 262-9881
The Consumer Center for Health Education and
Advocacy.....(877) 734-3258

Call the San Diego 211 INFO-LINE for information about other
health and social services in San Diego County.

County of San Diego LIHP Enrollee Handbook

TABLE OF CONTENTS

Low Income Health Program (LIHP)	5
Covered Services	7
Services Covered By LIHP.....	7
Services That Need To Be Approved In Advance By LIHP.....	7
Services Never Covered By LIHP.....	8
Eligibility	10
Retroactive Coverage	10
When Your Card Expires	11
What To Do When You Have Been Injured by Another Person .	12
Selecting a Primary Care Provider.....	12
Changing Your Primary Care Provider.....	12
Your Rights and Responsibilities	13
How to Receive LIHP Services	15
Dental Services	15
After-Hours Nurse	15
Emergency Room Services.....	15
Inpatient Services.....	15
Out-of-County Services	16
Outpatient Services	16
Pharmacy Services	17
Specialty Physician Referrals	17
What To Do When Providers Bill You.....	18
Mental Health Services	19
Additional Mental Health & Substance Abuse Information.....	19
Referrals	20
Treatment Authorization Requests (TAR).....	20
Medi-Cal Program	21
Ways to Apply	21
Complaints	22
Grievances and Appeals	23

County of San Diego LIHP Enrollee Handbook

Grievance	23
Appeal Actions	23
Continuation of Benefits (Aid Paid Pending).....	23
How to Request an Eligibility Grievance or Appeal	24
How to Request a Service Grievance or Appeal	24
Requesting a State Fair Hearing.....	25
LIHP Network Dental Locations	26
LIHP Network Hospitals.....	28
LIHP Network Mental Health Hospitals	30
LIHP Network Primary Care Clinics	31
LIHP Network Mental Health Clinics	36
LIHP Network Pharmacies	37

County of San Diego LIHP Enrollee Handbook

LOW INCOME HEALTH PROGRAM (LIHP)

The San Diego Low Income Health Program (LIHP) is a program for eligible adults, which covers a core set of physical and mental health services.

LIHP consists of 2 components, the Medicaid Coverage Expansion (MCE) and Health Care Coverage Initiative (HCCI).

- MCE – covers individuals with income up to and including 133% of the Federal Poverty Level (FPL).
- HCCI – covers individuals with income above 133%, up to and including 200% FPL.

San Diego's LIHP will offer new enrollment to the MCE portion of LIHP. No new enrollment into HCCI will be allowed per State requirements. Those individuals already enrolled in Coverage Initiative who have income within the HCCI range, and who continue to meet eligibility criteria and requirements, will continue to receive services.

The County of San Diego Health and Human Services Agency operates the Low Income Health Program (LIHP) and AmeriChoice manages the day-to-day business. LIHP helps uninsured adult county residents to get medical care and limited mental health services. LIHP uses a network of community health centers, private physicians, public and private mental health clinics, and local hospitals to provide the services.

LIHP covers the cost of your immediate and on-going medical care. Conditions like pregnancy and organ transplants are never covered. Other services may have limited coverage.

County of San Diego LIHP Enrollee Handbook

There is no cost sharing (monthly premiums or share of cost) or co-payments required in LIHP.

This handbook tells you where and how to receive LIHP medical and mental health services, and what care is available to you.

Handbook – Online Version

The following link can be used for accessing the online version of this handbook: sdlihp.org

LIHP does not guarantee payment of all medical services. LIHP guidelines and requirements must be met in order for payment to occur. You will be notified if payment for your medical bill is denied.

County of San Diego LIHP Enrollee Handbook

COVERED SERVICES

Services Covered By LIHP (prior approval is not necessary)

- Evaluation and follow-up care by a primary care provider at your designated primary care site
- Emergency room care for emergent conditions
- Emergent outpatient mental health services (including urgent walk-in triage and assessment)
- Emergency medical transportation
- Emergency dental care
- Pharmaceuticals listed as formulary medications on the LIHP Formulary
- Acute inpatient hospital services
 - Limited to 10 days per year for acute mental health hospitalization
- Radiology (such as x-rays)
- Laboratory services
- Translation services

Services That Need To Be Approved In Advance By LIHP

- Limited preventive medical services
- Medical equipment and supplies
- Scheduled inpatient hospital admissions and services
- Prior-authorized non-emergency medical transportation (when medically necessary, required for obtaining health care and provided for the lowest cost mode available)
- Outpatient Hospital Services
- Physical therapy
- Specialty physician services (including mental health), with mental health benefits as described below:

County of San Diego LIHP Enrollee Handbook

- Up to 12 outpatient encounters per year. Outpatient encounters include assessment, individual or group therapy, crisis intervention, medication support and assessment
- Prosthetic and orthotic appliances and devices
- Podiatry
- Surgical and diagnostic procedures
- Limited home health services
- Optometry exams and supplies
- Non-formulary prescription medications (all prescriptions must be approved by the FDA)

Services Never Covered By LIHP

- Bariatric Surgery
- Pregnancy and all prenatal services
- Pediatrics
- Family planning and sterilization procedures
- Infertility related services
- Drug and alcohol treatment
- Organ and bone transplants and all services related to obtaining a transplant
- Bone marrow transplants
- Experimental procedures
- Cosmetic procedures in the absence of trauma or significant pathology
- Work examinations
- Completion of medical certificates
- Routine or preventive dental services
- Orthodontia
- Non-FDA-approved medications
- Emergency room visits for after care, follow-up, and to obtain prescriptions

County of San Diego LIHP Enrollee Handbook

- Medical or clinical trials, including any medication, treatment, procedure, or professional component related to any clinical trial in which the LIHP enrollee may be involved
- Electroconvulsive therapy (ECT)
- Transcranial Magnetic Stimulation (TMS)
- Vagal Nerve Stimulation
- Observation status (hospital admission for less than 24 hours)

County of San Diego LIHP Enrollee Handbook

ELIGIBILITY

Whether you have an unexpected health problem like an infection or an accident, or long term medical problem like diabetes or high blood pressure, LIHP can cover health expenses for you. To apply, go to one of the HHSA locations listed on page 2. You will need to complete the application, and receive approval for LIHP in order to be covered.

If you qualify for LIHP you:

- Will be initially certified for up to 12 months.
- Will be asked to choose one of the community health centers as your primary care provider.
- Will receive a LIHP card and a Notice of Action. When you receive any medical service, you should show your card or your Notice of Action to the medical provider. Your provider can also verify your eligibility through the LIHP Provider On-Line Verification website (www.sdcmspov.com) by the Member ID Number listed on your LIHP card.

Retroactive Coverage

LIHP/MCE offers 1 month retroactive coverage. If you received services in the month prior to your date of application for LIHP/MCE (but no earlier than July 1, 2011), you should advise the eligibility worker that you wish to apply for LIHP/MCE retroactive coverage. You may be required to provide additional documentation relating to the retroactive month. This is a separate eligibility evaluation process, and separate notices will be sent to inform you of whether you have been approved or denied for the retroactive month.

County of San Diego LIHP Enrollee Handbook

If you are approved retroactive coverage, LIHP may cover bills for services you received in the retroactive month you were approved for. You need to advise your health providers to bill LIHP for your services.

When Your Card Expires

Before your card expires, you will need to be evaluated for ongoing LIHP coverage. To renew, go to one of the HHSA locations listed on page 2 to apply for ongoing coverage.

If you are admitted to the hospital through the emergency room and your LIHP card has expired, the hospital may arrange for you to complete an application while you are in the hospital.

Each time you apply for LIHP you will be asked to provide:

- Proof of identity
- Proof of county residence
- Proof of immigration status, if applicable
- Proof of your current income

IF YOU ARE FOUND TO BE ELIGIBLE, LIHP WILL ONLY PAY FOR LIHP COVERED SERVICES THAT HAVE NOT BEEN PAID FOR. LIHP WILL NOT REIMBURSE YOU FOR BILLS YOU HAVE ALREADY PAID.

County of San Diego LIHP Enrollee Handbook

What To Do When You Have Been Injured By Another Person

If another person causes your injury, that person may be responsible for paying for your medical care. LIHP has the right to seek repayment from that person. You must report to LIHP whenever you have been injured in an accident including on-the-job injuries. You must call the Third Party Liability section of LIHP at (866) 262-9881 to report the accident.

Selecting a Primary Care Provider

After approval of your eligibility, you will be asked to select one of the community health centers as your primary care provider. The primary care provider you selected will be on the front of your LIHP card.

Your primary care provider coordinates your medical care, as appropriate, either by providing treatment or by sending a Treatment Authorization Request (TAR) to LIHP for treatment that needs approval by LIHP in advance.

Changing Your Primary Care Provider

You may change your primary care provider by calling the LIHP Enrollee Information Line at **(800) 587-8118**. Please let the representative know the reason for the change. You are an important partner in your medical care and can help doctors and nurses provide the best care possible.

County of San Diego LIHP Enrollee Handbook

YOUR RIGHTS AND RESPONSIBILITIES

Under LIHP You Have The Right To:

- Get good medical information so you can make decisions about your health care and treatments.
- Request or refuse medical treatment.
- Receive considerate, respectful care at all times.
- Choose your medical provider within the limits of the program.
- Talk to LIHP staff that can help you with your questions, problems, complaints, and or file a grievance.
- Appeal if you are not satisfied with a program decision (see page 23 for instructions).
- Expect that the information in your medical record and what you say to your doctor will not be released without your permission, except as required or allowed by law.
- Request a second opinion if you do not agree with the medical care or the treatment plan prescribed for you by your medical care provider.
- Free language, visual and hearing impairment assistance.
- Information about the right to have an Advance Health Care Directive. If you already have one and wish to bring a copy, your provider will add it in your medical record.

Under LIHP You Are Responsible For:

- Calling your primary care provider for medical advice FIRST, except in an emergency.
- Arriving on time for your scheduled appointments.
- Letting your medical care providers know if you do not understand your treatment plan or what is expected of you, and if you agree to the treatment recommendations, following your medical care providers' instructions.

County of San Diego LIHP Enrollee Handbook

- Giving accurate and complete information about your present condition and past illnesses to your medical care providers.
- Treating providers and LIHP staff with respect and dignity.
- Giving accurate information about your financial and residency status to eligibility staff.
- Reporting changes in your financial or living situation to eligibility staff within ten (10) days of the change by calling 866-262-9881.
- Reporting any accident or injury caused by another person.
- Repaying LIHP from third party recovery, including lawsuits.

County of San Diego LIHP Enrollee Handbook

HOW TO RECEIVE LIHP SERVICES

When you are eligible for LIHP, be sure to follow these instructions so your health care is covered.

Dental Services

Emergency dental services are available to LIHP enrollees. Services are limited to urgent and emergent conditions that are due to trauma or ease acute pain. LIHP does not provide complete dental care such as routine check-ups, preventive care or prophylaxis cleaning. LIHP Dental Locations are on page 26.

After-Hours Nurse

If you want health advice after your medical home has closed, a nurse is available to answer your questions. To access the nurse, call your medical home and you will be connected to an after-hours nurse line.

Emergency Room Services

Emergency room services are ONLY covered if the medical problem requires immediate attention and if the emergency condition is within the LIHP Scope of Services. An emergency is a health problem that:

- Happens suddenly and has very serious symptoms
- Could cause serious injury or damage to your body if you do not see a doctor right away

Inpatient Services

LIHP covers all of the cost of inpatient services if:

- You are admitted for a covered condition;
- You are admitted because of an emergency; or

County of San Diego LIHP Enrollee Handbook

- Your doctor obtains authorization before admitting you to the hospital.

If you get admitted through the emergency room, show your LIHP card to the hospital admitting staff. Your provider can also verify your eligibility through the LIHP Provider On-Line Verification website (www.sdcmspov.com) by the Member ID Number listed on your LIHP card.

Out-of-County Services

LIHP pays for only emergency services provided in hospital emergency rooms for emergency medical conditions, and/or required post-stabilization care.

The emergency provider, as a condition for receiving payment for emergency services, must notify the San Diego LIHP at (858) 658-8650 (or by fax at (858) 658-8669) within 24 hours of admitting you into the emergency room, and, with respect to post-stabilization care, meet the approval protocols established by the San Diego LIHP.

Outpatient Services

Except for emergencies, always contact your primary care provider for your care. The community health center you selected is your primary care provider. Your primary care provider will provide or arrange for all the care that you need. You can access all the covered services listed on pages 7 and 8 (excluding “Services Never Covered By LIHP”) through your primary care provider.

County of San Diego LIHP Enrollee Handbook

Pharmacy Services

LIHP provides covered prescription medicine listed in the LIHP Formulary, which can be found at sdlihp.org.

All prescriptions funded by LIHP must be Food & Drug Administration (FDA) approved.

If your physician prescribes a medicine that is not covered by LIHP, the pharmacist or your physician must request authorization from LIHP before filling your prescription. If LIHP does not authorize the medicine, you may choose to pay for it yourself or talk with your physician for other medicine choices.

All prescriptions must be filled by a pharmacy serving LIHP (listed starting on page 37) or by your primary care provider. You must show your LIHP card or Notice of Action to prove eligibility. If you do not show proof of eligibility, you may be asked to pay for your prescription.

If you fill your prescription at a pharmacy that does not serve LIHP or you fill a prescription for medicine that LIHP did not authorize, you are responsible for paying for the medicine yourself. LIHP will not reimburse you.

Specialty Physician Referrals

LIHP medical staff must approve health care that cannot be provided by your primary care provider in advance. Your primary care provider will tell you if the service has been approved and may help you to make your appointment with the specialist before the approval expires. If the service is not approved, you will receive a written denial from LIHP.

County of San Diego LIHP Enrollee Handbook

To find the nearest specialty provider by you, call 1-800-587-8118.

What To Do When Providers Bill You

Do not ignore bills that you receive from health care providers for services that have been approved by LIHP. Do not send your bills to LIHP. Instead, call the provider who billed you and explain that you are eligible for LIHP. Give the provider your Member ID Number, which is on the front of your LIHP card. Your provider can verify your eligibility through the LIHP Provider On-Line Verification website (www.sdcmspov.com) by your Member ID Number.

If you fail to notify your provider that you have LIHP, you will be responsible for payment of the provider's bill. If the provider has questions, ask them to call LIHP at (800) 587-8118.

County of San Diego LIHP Enrollee Handbook

MENTAL HEALTH SERVICES

LIHP provides limited mental health services:

- Up to 10 days per year of acute inpatient hospitalization in an acute care hospital, psychiatric hospital, or psychiatric health facility.
- Psychiatric pharmaceuticals.
- Up to 12 outpatient encounters per year. Outpatient encounters include assessment, individual or group therapy, crisis intervention, medication support and assessment.

To access mental health services, talk to your primary care provider.

Additional Mental Health and Substance Abuse Information

For more information about treatment for alcohol, drug, and mental health problems, please call:

Alcohol and Drug Services.....(619) 584-5007
County Mental Health.....(800) 479-3339
TDD for the hearing impaired.....(619) 641-6992

County of San Diego LIHP Enrollee Handbook

REFERRALS

Treatment Authorization Request (TAR)

Services that require prior approval/authorization are requested by physicians and mental health providers on a TAR.

When your primary care provider or specialist submits a TAR to LIHP, it will be reviewed and must meet program guidelines in order to be approved. However, there are instances when a TAR is denied.

You and/or your provider can appeal TAR denials. Refer to the Grievance & Appeals section for more information.

County of San Diego LIHP Enrollee Handbook

MEDI-CAL PROGRAM

Medi-Cal is California's primary medical coverage program for low income people.

You will be required to apply for Medi-Cal if you have:

- been disabled or expect to be disabled for more than 1 year, or
- latent tuberculosis or active tuberculosis, or
- been identified as potentially eligible for Medi-Cal

LIHP can be approved and cover necessary medical care while your Medi-Cal disability evaluation is pending.

Ways to apply for Medi-Cal:

- Call 2-1-1
- Contact ACCESS:
 - via website <http://www.sdcounty.ca.gov/hhsa/programs/ssp/access/index.html> or
 - by phone at (866) 262-9881
- Apply for Medi-Cal on-line: <http://www.benefitscalwin.org/>
- Apply in person at one of the HHSA Family Resource Centers listed on page 2

LIHP staff can help you go through the Medi-Cal application process.

County of San Diego LIHP Enrollee Handbook

COMPLAINTS

When you:

- Have a problem with the program or provider
- Can't get an appointment
- Were denied a medical service and you disagree with the denial

Call LIHP at (800) 587-8118 weekdays between 8:00 a.m. and 5:00 p.m. The LIHP Patient Services Representative can answer your questions and can tell you what you need to do.

If you need more help, the Consumer Center for Health Education and Advocacy known as “The Consumer Center” can also help you. The Consumer Center offers health education and patient advocacy to LIHP and Medi-Cal enrollees. They can help you resolve problems in qualifying for LIHP as well as problems in getting appropriate medical treatment. Their toll free number is (877) 734-3258.

County of San Diego LIHP Enrollee Handbook

GRIEVANCES AND APPEALS

Grievance

A “grievance” is an expression of dissatisfaction about any matter other than an action (defined below).

- You have **60 calendar days** from the date of the incident giving rise to the grievance to file a County level grievance.

Appeal Actions

An “appeal” is a request for review of an action. An “action” is:

1. A denial, termination or reduction of eligibility for LIHP.
 2. A denial or limited authorization of a requested service, including the type or level of service.
 3. A reduction, suspension, or termination of a previously authorized service.
 4. A failure to provide LIHP services in a timely manner.
 5. A failure of the County to act within the timeframes for grievances and appeals as outlined here.
- You have **60 calendar days** of the date of the Notice of Action to file a County level appeal.

Notice of your right to continue LIHP benefits, called “aid paid pending”

If you file a request for a County-level appeal or for a State Fair Hearing, you may be able to continue receiving benefits. Benefits include both eligibility for LIHP and health care services.

To receive continuing LIHP benefits (“aid paid pending”), you must follow the rules below:

1. You must file your request for: a) an extension of benefits; and b) for either a County-level appeal or for a State Fair

County of San Diego LIHP Enrollee Handbook

Hearing. (You can only ask for State Fair Hearing *after* you have had a County-level appeal.)

2. If the request concerns services that were previously authorized but are set to end, your health care provider also may file the request on your behalf. **You or your provider must file the request before the services are set to end.**
3. You or your provider must file a request for a County-level appeal or for a State Fair Hearing either: a) before the intended action is to take place; or b) within 10 days from the date the notice is mailed to you, *whichever is later*.
4. Your benefits will continue until you get a final decision. A decision from a County-level appeal is not final if you request a State Fair Hearing on time (see #3 above).

How to Request an Eligibility Grievance or Appeal

If you disagree with the LIHP eligibility determination, or wish to file a grievance, you have the right to request a review. You must do so within the timeframes listed above. You may request a review by writing to or calling:

San Diego County Health and Human Services Agency
Appeals Section – GR/LIHP Calendar Clerk
4990 Viewridge Avenue
San Diego, CA 92123
Phone: (858) 514-6887

How to Request a Service Grievance or Appeals

If you disagree with the LIHP Treatment Authorization Request (TAR) decision, or wish to file a grievance, you have the right to

County of San Diego LIHP Enrollee Handbook

request a review. You must do so within the timeframes listed above. You may request a review by sending a written request to:

LIHP Customer Service Supervisor
P.O. Box 23667
San Diego, CA 92193

The County-level LIHP appeal process must be completed prior to filing a State Fair Hearing

Requesting a State Fair Hearing

If you are dissatisfied with the County-level decision, you may file a State Fair Hearing by calling 1-800-952-5253. For hearing or speech impaired who use TDD, call 1-800-952-8349. Grievances are not appealable to State Fair Hearings.

County of San Diego LIHP Enrollee Handbook

Dental Locations

Appointments are Required

Comprehensive Health Center

3177 Oceanview Boulevard
San Diego, CA 92113
(619) 231-9300

La Maestra Family Clinic

4305 University, Suite 120
San Diego, CA 92105
(619) 285-8135

Fallbrook Family Health Center

1328 South Mission Road
Fallbrook, CA 92028
(760) 451-4720

La Maestra Family Clinic – El Cajon

183 South First Street
El Cajon, CA 92019
(619) 328-1335

Family Health Centers San Diego – Grossmont/Spring Valley Dental

8788 Jamacha Rd.
Spring Valley, CA 91977
(619) 515-2330

Neighborhood Healthcare – Lakeside Dental

10039 Vine Street
Lakeside, CA 92040
(619) 390-9975

Family Health Centers San Diego – Logan Heights Dental Clinic

1809 National Avenue
San Diego, CA 92113
(619) 515-2394

Neighborhood Healthcare – Pauma Valley

16650 Hwy. 76
Pauma Valley, CA 92061
(760) 742-9919

Family Health Centers San Diego – North Park/Hillcrest Dental Clinic

3544 30th Street
San Diego, CA 92104
(619) 515-2434

Neighborhood Healthcare – Ray M. Dickinson Wellness Center

425 North Date, Suite 125
Escondido, CA 92025
(760) 737-2018

County of San Diego LIHP Enrollee Handbook

Dental Locations

Appointments are Required

Operation Samahan – Camino

Ruiz

10737 Camino Ruiz, Suite 235
San Diego, CA 92126
(858) 578-4220

San Ysidro Health Center

4004 Beyer Blvd
San Ysidro, CA 92173
(619) 662-4180

Operation Samahan – Highland

2743 Highland Avenue
National City, CA 91950
(619) 474-2284

Vista Community Clinic

1000 Vale Terrace
Vista, CA 92084
(760) 631-5000

County of San Diego LIHP Enrollee Handbook

LIHP Network Hospitals

***Alvarado Hospital**

6655 Alvarado Road
San Diego, CA 92120
(619) 287-3270

Fallbrook Hospital District

624 East Elder Street
Fallbrook, CA 92028
(760) 728-1191

***Palomar Hospital Medical Center**

555 East Valley Parkway
Escondido, CA 92025
(760) 739-3000

***Paradise Valley Hospital**

2400 East Fourth Street
National City, CA 91950
(619) 470-4321

***Pomerado Hospital**

15615 Pomerado Road
Poway, CA 92064-2405
(858) 613-4000

***Promise Hospital of San Diego**

5550 University Avenue
San Diego, CA 92105
(619) 582-3516

Scripps Memorial – Encinitas

354 Santa Fe Drive
Encinitas, CA 92024
(760) 753-6501

Scripps Memorial – La Jolla

9888 Genesee Avenue
La Jolla, CA 92037
(858) 457-4123

***Scripps Mercy Hospital**

4077 Fifth Avenue
San Diego, CA 92103
(619) 294-8111

Scripps Mercy Hospital – Chula Vista

435 H Street
Chula Vista, CA 91910
(619) 691-7000

Sharp Chula Vista Medical Center

751 Medical Center Court
Chula Vista, CA 91911
(619) 482-5800

Sharp Coronado Hospital

250 Prospect Place
Coronado, CA 92118
(619) 522-3600

County of San Diego LIHP Enrollee Handbook

LIHP Network Hospitals

***Sharp – Grossmont Hospital**

5555 Grossmont Center Drive
La Mesa, CA 91942
(619) 740-6000

***UCSD Medical Center**

200 West Arbor Drive
San Diego, CA 92103
(619) 543-6222

Sharp Memorial Hospital

7901 Frost Street
San Diego, CA 92123
(858) 939-3400

UCSD Thornton Hospital

9300 Campus Point Drive
La Jolla, CA 92037
(858) 550-0115

***Tri-City Medical Center**

4002 Vista Way
Oceanside, CA 92056
(760) 724-8411

* Provides medical and psychiatric hospital Services

County of San Diego LIHP Enrollee Handbook

LIHP Network Mental Health Hospitals

*****Alvarado Parkway Institute**

7050 Parkway Dr.
La Mesa, CA 91942
(619) 465-4411

****Bayview Hospital**

330 Moss St.
Chula Vista, CA 91911
(619) 426-6310

***Palomar Pomerado Health System**

555 East Valley Parkway
Escondido, CA 92025
(760) 739-3240

***Paradise Valley Hospital**

2400 East 4th Street
National City, CA 91950
(619) 470-4321

***Pomerado Hospital**

15615 Pomerado Road
Poway, CA 92064-2405
(858) 613-4000

***Promise Hospital of San Diego**

5550 University Avenue
San Diego, CA 92105
(619) 582-3800

***Scripps Mercy Hospital**

4077 Fifth Avenue
San Diego, CA 92103
(619) 294-8111

***Sharp – Grossmont Hospital**

5555 Grossmont Center Drive
La Mesa, CA 91942
(619) 740-6000

*****Sharp Mesa Vista**

7850 Vista Hill Ave.
San Diego, CA 92123
(858) 278-4110

***Tri-City Medical Center**

4002 Vista Way
Oceanside, CA 92056
(760) 940-7396

***UCSD Medical Center**

415 Dickinson Street
San Diego, CA 92103
(619) 543-6222

- * Hospitals that provide inpatient psychiatric services
- ** Psychiatric hospital services only
- *** Psychiatric hospital services for 19 and 20 year-olds only

County of San Diego LIHP Enrollee Handbook

LIHP Network Primary Care Clinics

BORREGO SPRINGS MEDICAL CENTER

4343 Yaqui Pass Road
Borrego Springs, CA 92004
(760) 767-5051

Centro Medico – El Cajon

396 North Magnolia
El Cajon, CA 92020-3954
(619) 401-0404

Borrego Julian Medical Clinic

2721 Washington Street
Julian, CA 92036
(760) 765-1223

COMMUNITY HEALTH SYSTEMS

Fallbrook Family Health Center

1328 South Mission Road
Fallbrook, CA 92028
(760) 451-4720

FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO

Beach Area FHC

3705 Mission Boulevard
San Diego, CA 92109
(619) 515-2444

FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO

(continued)

Chase Avenue FHC

1111 West Chase Avenue
El Cajon, CA 92020
(619) 515-2499

Chula Vista FHC

251 Landis Avenue
Chula Vista, CA 91910
(619) 515-2500

City Heights FHC

5379 El Cajon Boulevard
San Diego, CA 92115
(619) 515-2400

Diamond Neighborhoods FHC

220 Euclid Avenue, Suite 40
San Diego, CA 92114
(619) 515-2560

Downtown FHC

1145 Broadway
San Diego, CA 92101
(619) 515-2525

County of San Diego LIHP Enrollee Handbook

LIHP Network Primary Care Clinics

FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO (continued)

Grossmont/Spring Valley FHC
8788 Jamacha Road
Spring Valley, CA 91977
(619) 515-2555

Lemon Grove FHC
7592 Broadway
Lemon Grove, CA 91945
(619) 515-2550

Logan Heights FHC
1809 National Avenue
San Diego, CA 92113
(619) 515-2300

North Park FHC
3544 30th Street
San Diego, CA 92104
(619) 515-2424

Sherman Heights FHC
2391 Island Avenue
San Diego, CA 92102
(619) 515-2435

**IMPERIAL BEACH HEALTH
CENTER**
949 Palm Avenue
Imperial Beach, CA 91932
(619) 429-3733

LA MAESTRA FAMILY CLINIC
4060 Fairmount Avenue
San Diego, CA 92105
(619) 280-4213

El Cajon
165 South First Street
El Cajon, CA 92019
(619) 312-0347

National City Clinic
101 North Highland Avenue,
Unit A
National City, CA 91950
(619) 434-7308

**MOUNTAIN HEALTH &
COMMUNITY SERVICES
Alpine Family Medicine**
1620 Alpine Boulevard #B119
Alpine, CA 91901
(619) 445-6200

County of San Diego LIHP Enrollee Handbook

LIHP Network Primary Care Clinics

MOUNTAIN HEALTH & COMMUNITY SERVICES (continued)

Escondido Family Medicine
255 North Ash Street, Suite 101
Escondido, CA 92027
(760) 745-5832

**Mountain Empire Family
Medicine**
31115 Highway 94
Campo, CA 91906
(619) 478-5311

25th Street Family Medicine
316 25th Street, Ste 101
San Diego, CA 92102
(619) 238-5551

**NEIGHBORHOOD HEALTHCARE
El Cajon**
855 East Madison
El Cajon, CA 92020
(619) 440-2751

Lakeside
10039 Vine Street
Lakeside, CA 92065
(619) 390-9975

NEIGHBORHOOD HEALTHCARE (continued)

Escondido – North Elm
460 North Elm Street
Escondido, CA 92025
(760) 737-2000

Escondido – Grand
1001 E. Grand Ave.
Escondido, CA 92025
(760) 520-8200

Pauma Valley
16650 Highway 76
Pauma Valley, CA 92061
(760) 742-9919

**Ray M. Dickinson Wellness
Center**
425 North Date Street, Suite 203
Escondido, CA 92025
(760) 520-8300

**NORTH COUNTY HEALTH
SERVICES
Ramona Health Center**
217 East Earlham Street
Ramona, CA 92065
(760) 789-1223

County of San Diego LIHP Enrollee Handbook

LIHP Network Primary Care Clinics

OPERATION SAMAHAN INC.

Health Clinic

10737 Camino Ruiz, Suite 235
San Diego, CA 92126
(858) 578-4220

Family Clinic

2743 Highland Avenue
National City, CA 91950
(619) 474-8686

Community Health Center

2835 Highland Ave., Ste A
National City, CA 91950
(619) 474-5567

SAN DIEGO AMERICAN INDIAN HEALTH CENTER

2630 First Ave
San Diego, CA 92103
(619) 234-2158

SAN DIEGO FAMILY CARE

Linda Vista Health Care Center

6973 Linda Vista Road
San Diego, CA 92111
(858) 279-0925

Mid City Community Clinic

4290 Polk Avenue
San Diego, CA 92105
(619) 563-0250

SAN YSIDRO HEALTH CENTER

4004 Beyer Boulevard
San Ysidro, CA 92173
(619) 428-4463

Chula Vista Family Clinic

865 Third Avenue, Suite 133
Chula Vista, CA 91911
(619) 498-6200

National City Family Clinic

1136 D Avenue
National City, CA 91950
(619) 336-2300

Otay Family Health Center

1637 Third Avenue, Suite B
Chula Vista, CA 91911
(619) 205-1360

Paradise Hills Family Clinic

2400 E. 8th Street, Ste A.
National City, CA 91950
(619) 662-4100

South Bay Family Health Center (Urgent Care Clinic)

340 4th Avenue, Suite #7
Chula Vista, CA 91910
(619) 205-1960

County of San Diego LIHP Enrollee Handbook

LIHP Network Primary Care Clinics

SAN YSIDRO HEALTH CENTER

(continued)

Comprehensive Health Center – Euclid

286 Euclid Avenue, Suite 302
San Diego, CA 92114
(619) 527-7330

Comprehensive Health Center – Ocean View

3177 Ocean View Boulevard
San Diego, CA 92113
(619) 231-9300

ST. VINCENT de PAUL VILLAGE FAMILY CENTER

1501 Imperial Avenue
San Diego, CA 92101
(619) 233-8500

VISTA COMMUNITY CLINICS

Vista Community Clinic

1000 Vale Terrace
Vista, CA 92084
(760) 631-5000

Vista Community Clinic – Grapevine

134 Grapevine Drive
Vista, CA 92083
(760) 631-5030

VISTA COMMUNITY CLINICS

(continued)

Vista Community Clinic – Horne Street

517 N. Horne Street
Oceanside, CA 92054
(760) 631-5009**Vista**

Community Clinic – North River Rd

4700 North River Road
Oceanside, CA 92057
(760) 433-6880

Vista Community Clinic – Pier View Way

818 Pier View Way
Oceanside, CA 92054
(760) 631-5250

County of San Diego LIHP Enrollee Handbook

LIHP Network Mental Health Clinics

Areta Crowell

1963 4th Avenue
San Diego, CA 92101
(619) 233-3432

Douglas Young Center

10717 Camino Ruiz, Suite 207
San Diego, CA 92126
(858) 695-2211

East County Mental Health Center

1000 Broadway, Suite 210
El Cajon, CA 92021
(619) 401-5500

Family Health Centers of San Diego –

**Logan Heights Family
Counseling Center**
2204 National Avenue
San Diego, CA 92113
(619) 515-2355

Heartland Center

1060 Estes Street
El Cajon, CA 92020
(619) 440-5133

North Central Mental Health Center

1250 Morena Blvd, 1st Floor
San Diego, CA 92110
(619) 692-8750

North Coastal Mental Health Center

1701 Mission Ave, Suite A
Oceanside, CA
(760) 957-4475

North Inland Mental Health Center

125 West Mission Ave, Suite 103
Escondido, CA 92025
(760) 747-3424

South Bay Guidance

835 3rd Ave, Suite C
Chula Vista, CA 91910
(619) 427-4661

Southeast Mental Health Center

3177 Ocean View Blvd
San Diego, CA 92113
(619) 595-4400

County of San Diego LIHP Enrollee Handbook

LIHP Network Pharmacies

You must show proof of LIHP eligibility (LIHP Card or Notice of Action).
LIHP prescriptions may be filled at your primary care site where pharmacy services are available, or at any of the following pharmacies.

For the most current pharmacy listing, please check the LIHP website at sdlihp.org.

All Costco, CVS, Ralphs, Rite Aid, Sav-On, Target, Vons, Walgreens, and WalMart pharmacies throughout San Diego County

Advanced Diabetes Supply

2544 Campbell Place, Suite 150
Carlsbad, CA 92009
(760) 434-9887

Albertsons Pharmacy

1451 North Santa Fe Avenue
Vista, CA 92083
(760) 726-7782

Allens Pharmacy

1141 6th Avenue
San Diego, CA 92101
(619) 232-8108

Alvarado Community Pharmacy

6367 Alvarado Court #109
San Diego, CA 92120
(619) 287-7697

Alvarado Medical Plaza Pharmacy

5555 Reservoir Drive, Suite 114
San Diego, CA 92120
(619) 287-5035

Asmar Community Pharmacy

436 S Magnolia Avenue,
Suite 102
El Cajon, CA 92020
(619) 447-9900

Bioscrip Pharmacy

3900 Fifth Avenue, Suite 110
San Diego, CA 92103
(619) 291-5474

Borrego Community Health Foundation

655 Palm Canyon Drive, Suite B
Borrego Springs, CA 92004
(760) 767-3047

County of San Diego LIHP Enrollee Handbook

LIHP Network Pharmacies

C And A Pharmacy

488 East Valley Parkway,
Suite 101
Escondido, CA 92025
(760) 489-1668

Care Drugs Pharmacy

505 North Mollison, Suite 101
El Cajon, CA 92021
(619) 441-1188

Care Pharmacy

5065 El Cajon Blvd
San Diego, CA 92115
(619) 501-8046

Care Plus CVS/Pharmacy

1010 University Avenue
San Diego, CA 92103
(619) 291-7377

Clarks Greenfield Pharmacy

1685 East Main Street, Suite 101
El Cajon, CA 92021
(619) 441-5800

Community Medical Pharmacy

610 Gateway Center Way #A
San Diego, CA 92102
(619) 262-0560

Community Medical Pharmacy Chula Vista

750 Medical Center Court,
Suite 1
Chula Vista, CA 91911
(619) 421-1131

Community Pharmacy of Escondido

757 East Valley Parkway
Escondido, CA 92025
(760) 743-6300

Community Pharmacy of Valley Center

29115 Valley Center Road,
Suite F
Valley Center, CA 92082
(760) 749-1156

Community, A Walgreens Pharmacy

640 University Avenue
San Diego, CA 92103
(619) 295-6688

Comprehensive Health Center Pharmacy

3177 Oceanview Blvd
San Diego, CA 92113
(619) 231-9300

County of San Diego LIHP Enrollee Handbook

LIHP Network Pharmacies

Drug Co Pharmacy

307 North Ash Street
Escondido, CA 92027
(760) 745-6672

Edith And William Perlman Pharmacy

9350 Campus Point Drive
La Jolla, CA 92037
(858) 657-8610

Fallbrook Pharmacy

343 East Alvarado Street
Fallbrook, CA 92028
(760) 728-1607

Galloways Medical Center Pharmacy

2995 National Avenue
San Diego, CA 92113
(619) 525-1551

Grossmont Pharmacy

5565 Grossmont Center
La Mesa, CA 91942
(619) 462-2400

Hillcrest Pharmacy

120 University Avenue
San Diego, CA 92103
(619) 260-1010

Imperial Beach Pharmacy

720 Hwy 75
Imperial Beach, CA 91932
(619) 424-8143

La Maestra Community Pharmacy

4171 Fairmount Avenue, Suite B
San Diego, CA 92105
(619) 564-7014

La Mesa Pharmacy, Inc.

8301 La Mesa Blvd
La Mesa, CA 91942
(619) 466-3246

Leo's Lakeside Pharmacy

9943 Maine Avenue
Lakeside, CA 92040
(619) 443-1013

Linda Vista Pharmacy

2361 Ulric Street
San Diego, CA 92111
(858) 277-6147

Logan Heights Family Health Center

1809 National Avenue
San Diego, CA 92113
(619) 234-8171

County of San Diego LIHP Enrollee Handbook

LIHP Network Pharmacies

Med Care Pharmacy

161 Thunder Drive #100
Vista, CA 92083
(760) 758-7650

Medco Drugs

1252 Broadway
El Cajon, CA 92021
(619) 440-3448

Medical Arts Pharmacy

8851 Center Drive, Suite 110
La Mesa, CA 91942
(619) 461-8551

Medical Center Pharmacy

340 4th Avenue, Suite 1
Chula Vista, CA 91910
(619) 422-9291

Medical Center Pharmacy

7910 Frost Street, Suite 130
San Diego, CA 92123
(858) 560-1911

Medical Center Pharmacy

855 3rd Avenue, Suite 1102
Chula Vista, CA 91911
(619) 585-0665

Medical Center Pharmacy

765 Medical Center Court,
Suite 208
Chula Vista, CA 91911
(619) 656-2846

Medical Center Pharmacy

310 Santa Fe Drive, Suite 109
Encinitas, CA 92024
(760) 753-9433

Medical Center Pharmacy

1635 3rd Avenue, Suite A
Chula Vista, CA 91911
(619) 585-8818

Neighborhood Healthcare Escondido

460 North Elm Street
Escondido, CA 92025
(760) 737-2025

Nudos Pharmacy

455 North Magnolia Avenue
El Cajon, CA 92020
(619) 442-0303

Omnicare Of San Diego

5825 Oberlin Drive, Suite 300
San Diego, CA 92121
(858) 453-8948

County of San Diego LIHP Enrollee Handbook

LIHP Network Pharmacies

Paradise Hills Pharmacy

5865 Cumberland Street
San Diego, CA 92139
(619) 470-3710

Park Boulevard Pharmacy

3904 Park Blvd
San Diego, CA 92103
(619) 295-3109

Pillco Pharmacy

8575 Los Coches Road, Suite 5
El Cajon, CA 92021
(619) 561-5602

PJ Prescription Shoppe

3405 Kenyon Street, Suite 107
San Diego, CA 92110
(619) 223-5404

Plaza Pharmacy

2220 East Plaza Blvd, Suite L
National City, CA 91950
(619) 267-0768

Price Rite Pharmacy

5115 Garfield Street
La Mesa, CA 91941
(619) 469-0161

Priority Pharmacy

3940 Fourth Avenue, Suite 150
San Diego, CA 92103
(619) 574-9700

Quality Care Pharmacy

727 West San Marcos Blvd,
Suite 113
San Marcos, CA 92078
(760) 744-5959

Rancho Park Pharmacy

1331 Encinitas Blvd
Encinitas, CA 92024
(760) 436-2011

Sams Pharmacy

6336 College Grove Way
San Diego, CA 92115
(619) 858-0097

San Ysidro Health Center Pharmacy

4004 Beyer Blvd
San Ysidro, CA 92173
(619) 428-5354

Semca Pharmacy, Inc.

286 Euclid Avenue, Suite 206
San Diego, CA 92114
(619) 263-6635

County of San Diego LIHP Enrollee Handbook

LIHP Network Pharmacies

The Medicine Shoppe

2939 Alta View Drive, Suite L
San Diego, CA 92139
(619) 470-4550

Upas Pharmacy

3332 3rd Avenue
San Diego, CA 92103
(619) 297-1677

Tri City Branch Dispensary

161 Thunder Drive, Suite 212
Vista, CA 92083
(760) 631-5030

Vista Community Clinic Pharmacy

1000 Vale Terrace
Vista, CA 92084
(760) 631-5000

UCSD Ambulatory Care Clinic Pharmacy

4168 Front Street, Room 1127
San Diego, CA 92103
(619) 543-5934

Vista Community Clinic – Grapevine

134 Grapevine Drive
Vista, CA 92083
(760) 631-5030

UCSD Medical Center Pharmacy

200 West Arbor Drive,
Suite 8765
San Diego, CA 92103
(619) 543-3279

Vista Community Clinic – North River Rd

4700 North River Road
Oceanside, CA 92057
(760) 433-6880

UCSD Medical Group Pharmacy

330 Lewis Street, 2nd Floor
San Diego, CA 92103
(619) 471-9235

Wells Drug

2403 East Plaza Blvd
National City, CA 91950
(619) 267-8882

UCSD Moores Cancer Center

3855 Health Science Drive,
Suite 0845
La Jolla, CA 92093
(858) 822-6088

White Cross Pharmacy

4074 Fairmount Avenue
San Diego, CA 92105
(619) 284-1141